

Product Number: 2724.01.09

HIGH SPEED LASER PRINTING

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DET Printing Services provide high volume Network and Mainframe laser printing. Print is black and white. Printing requests may be made through the Web any time, day or night, as long as the customer has an established account.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Variety of Output for Multiple Purposes	State checks Direct deposits Security badges Notices
Output Options	Simplex (single sided) or Duplex (double sided) 2-up 4-up Black and White 8 ^{1/2} " x 11" or 11" x 17" sheets No hole or 3-hole punch 135 Pages per Minute Postscript, PDF (Network printing) LCDS (Mainframe printing)
Output Types	Graphics Logos Signatures Magnetic Ink Character Recognition (MICR)
Support	24x7 support for printing

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Design Services, Address Cleansing, and Report Distribution	See "Other Print Services" for output design and other services available.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charge	Billed monthly per the number of sides printed	\$.033/side

ORDERING AND PROVISIONING

Any government agency interested in purchasing High Speed Laser Printing services can fill out the on-line order form by going to the [High Volume Printing Website](#) and clicking on the Order Form in the right panel. You may also contact your assigned [Customer Relationship Manager](#) for assistance or send an email with your contact information to [DTS Print Services](#).

DTS RESPONSIBILITIES

Purchase and maintain all printing hardware and software required to provide these services.

Provide the personnel and training necessary to operate the above printing infrastructure.

AGENCY RESPONSIBILITIES

If problems are encountered in ordering or receiving printing services, contact your Customer Relationship Manager (CRM) or the DET [Help Desk](#) to log a problem ticket.

Work with DET on testing prior to any production printing.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call

coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied